

Giving Effective Feedback

Defining Feedback

The process of *making a connection* to share information about observed *strengths*, perceived *gaps*, *blind spots*, and/or the *impact* of one's *behavior* on others.

Areas for feedback

Clinical competence: Physical exams, history taking, diagnostic and therapeutic plans, notes or discharge summaries

Communication skills: Patient interactions, case presentations, team interactions

Professionalism: Time management, managing responsibilities, organizational skills, motivation to learn

Techniques for giving feedback

- Ask learner how she/he wants feedback
- Ask learner for focused self-assessment
- Base on direct observation
- Describe what you saw
- Identify specific behaviors amenable to change
- Make the feedback focused
- Describe effectiveness/outcomes of behavior
- Develop joint action plan
- Follow-up

C-BIN Model

C – Context: Describe the situation

B – Behavior: Describe the recent, observable behavior with specificity and detail

I – Impact: What are the results of the behavior? Were they positive or negative?

N – Next Steps: What behavior must be changed or repeated? Follow-up to ensure understanding.